

VOLUME II

CHAPTER 2

POSTAL SERVICE AT MILITARY INSTALLATIONS

SERVED BY THE U.S. POSTAL SERVICE

200. PURPOSE :

This chapter prescribes procedures for the operation of postal services at DoD installations and activities served by the USPS.

201. RESPONSIBILITIES

1. Postal services at military installations located in areas where the USPS operates is a joint responsibility as outlined in the USPS-DoD-Postal Agreement (reference (a)) (See Appendix B). Communication between the installation commander and the serving postmaster is an important part of that responsibility. Specific USPS responsibilities are detailed in Appendix D.

2. Major commanders shall:

- a. Designate a Director of Postal Operations.
- b. Oversee postal operations of all subordinate commands.
- c. Ensure all subordinate commands provide resources, such as facilities, equipment, adequate transportation, and personnel to do postal functions as prescribed by this publication and local directives.
- d. Ensure that DoD personnel and resources are not used to provide postal service which the USPS is obligated by law or agreement to provide.

3. Directors of Postal Operations for major commands shall:

- a. Manage all aspects of postal service in the command or area of responsibility.
- b. Manage and coordinate postal activities under policies and procedures established by MPSA ensuring that staff and installation location postal officers efficiently do their duties.
- c. Submit to MPSA recommended changes to DoD postal service policies and procedures considered necessary or advisable.
- d. Coordinate with field activities and other staff elements to ensure that:

(1) Liaison with field USPS officials is done on the adequacy of quarters, utilities, and custodial services for civil post offices located at DoD installations, to include modification of existing facilities.

(2) Positive action is taken to correct technical postal deficiencies revealed by Military Service investigative reports and deficiencies noted in civil postal inspector reports of inspection.

(3) MPO prepacks and A (unit) and B (office) embarkation sets of USPS equipment, forms, and supplies in possession of active units are spot-checked periodically by installation or operating location postal officers to ensure the postal supply readiness of these postal activities.

(4) Technical proficiency of personnel in active Military Service postal units is maintained through unit training programs.

(5) Unit postal activities are inspected as outlined in paragraph 301.2f. Inspection requirements for MPOS are contained in Volume I, Chapter 11 of this Manual.

e. Develop systems for identifying addressees attempting to abuse the provisions of paragraph 404.1.

4. Commanders of installations shall:

a. Designate an installation postal officer.

b. Coordinate with the serving postmaster to ensure adequate and continuous postal support. This includes ensuring USPS provides at a minimum service equal to that provided to the surrounding community. Serving postmaster's proposals that are not concurred in by the installation commander shall be referred through chain of command channels to MPSA for resolution with HQ, USPS .

c. Ensure that DoD personnel and resources are not used to do functions that USPS is obligated to do by law or agreement to perform.

d. Establish and monitor a system to ensure that all personnel inprocess and/or outprocess through respective servicing postal units.

5. Installation postal officers shall:

a. Prepare standing operating procedures (SOPS), as necessary, to prescribe uniform secure mail handling procedures.

b. Coordinate all postal functions of the installation or operating location.

c. Ensure that each unit postal officer and PSC supervisor is oriented to their duties and responsibilities.

d. Ensure that training is provided for mailclerks, mail orderlies, and alternates. -

e. Arrange mail service for incoming units.



f. Ensure that mail for deceased military personnel is processed under Chapter 6, paragraph 608.

g. Keep an up-to-date record of installation units and those units inactivated, redesignated, or permanently departed the previous year. Provide the serving postmaster with a copy of that record and all changes.

h. Ensure that adequate postal services are provided to personnel, including monitoring USPS service guidelines in Appendix D.

i. Ensure that suspected cases of rifling, theft, destruction, and other postal offenses are reported as shown in Chapter 7.

j. Cooperate with postal inspectors regarding complaints, inquiries, and claims.